



NCTC cloudUC

Hunt Groups

Table of Contents

Hunt Group..... 2

Hunt Group

Hunt groups allow you to distribute incoming calls to a central phone number to a specified group of users. An incoming call “hunts” for an available user within the group to answer it. There are several [hunting policies](#) and [call policies](#) administrators can configure when they [add or modify a hunt group](#). In addition, Administrators can create [Advanced Call Routing rules](#) to set customized routing.

Hunting Policies

- I. **Circular:** Incoming calls start the hunt with the user who is next on the list to receive a call (that is, the user who follows the last user scheduled to receive a call). When the end of the list is reached, the hunt circles back to the first user on the list. The hunt ends when an available user is found or all users have been tried.
- II. **Regular:** Incoming calls start the hunt with the first user on the list, then hunt sequentially until an available user is found or the end of the list is reached.
- III. **Simultaneous:** Incoming calls alert all available users in the group. The call is connected to the first user who answers the call.
- IV. **Uniform:** Incoming calls are sent to the user who has been idle the longest.
- V. **Weighted:** Incoming calls alert agents according to the agent’s relative weight. Agents with higher weights are assigned more incoming calls than agents with lower weights.

Call Policies

Connected Line Identification Privacy on Redirected Calls

Administrators can use Connected Line Identification Privacy on Redirected Calls to protect the privacy of the destination phone number receiving a redirected call. This allows a user who forwards a call to their home phone or cell phone to keep their personal number private and use their business number as their connected line identity. This service also applies to hunt groups, where the central extension assigned to the group can be presented as the connected line identity instead of the agent’s individual extension.

Administrators can configure three different options for Connected Line Identification Privacy on Redirected Calls.

NCTC cloudUC Hunt Groups

- I. **No Privacy:** This is the default value. The Connected Line Identification of the destination party is sent to the calling party.
- II. **Privacy for External Calls:** The Connected Line Identification of the destination party is presented only to internal callers. External callers see the Connected Line Identification of the redirecting party (for example, the central hunt group extension), not the destination number (for example, the user's individual extension).
- III. **Privacy for All Calls:** The Connected Line Identification of the destination party is never presented to callers. They always see only the Connected Line Identification of redirecting party (for example, the central hunt group extension).

Send Call Being Forwarded Response on Redirected Calls

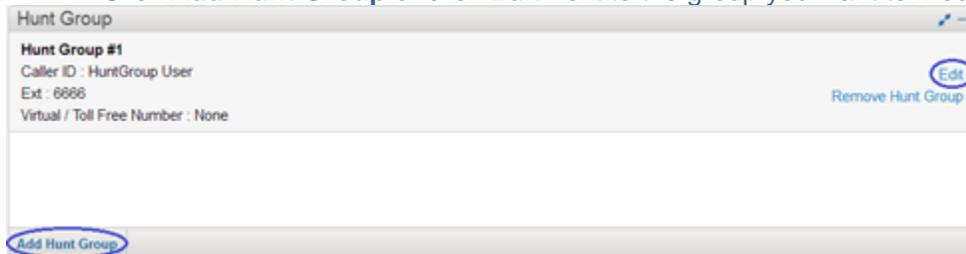
This policy controls whether the calling party receives a notification that their call is being forwarded by a user.

- I. **Never:** The calling party never receives any indication of their call being forwarded.
- II. **Internal Calls:** Only callers on the same PBX are notified.
- III. **All calls:** External callers are also notified either visually or audibly, depending on what type of device (phone) they have.

Note: The default is Never.

Add or Modify a Hunt Group

- I. Click **Add Hunt Group** or click **Edit** next to the group you want to modify.



Hunt Group	Caller ID First Name	Caller ID Last Name	Ext	Virtual / Toll Free Number	Actions
Hunt Group #1	HuntGroup	User	6666	None	Edit Remove Hunt Group

[Add Hunt Group](#)

- II. Enter or edit the Hunt Group Name, Caller ID First Name and Caller ID Last Name , as necessary.
- III. (optional) Click the **Virtual Toll Free Number** drop-down arrow to select a number.
- IV. (optional) Click the **Allow Call Waiting on Phones** setting to allow user's phones to receive more than one call at a time.
- V. (optional) Click the **Deliver Hunt Group Name in CLID** setting to have the system send through the Hunt Group's **Caller ID First Name and Caller ID Last Name** text to the user so the user knows which Hunt Group is delivering the call to them if they are in more than one Hunt Group.

NCTC cloudUC Hunt Groups

- VI. Click the **Hunting Policy** drop-down arrow and select a policy.
- VII. Scroll through the list of **Users/Extensions**. Highlight the users/extensions you want to add to the hunt group and click . To remove a user/extension from the group, click .
- VIII. If you selected **Weighted Call Distribution**, the **Edit** button becomes active. Click **Edit** to assign weights to the users you added to the hunt group.
Note: The total combined weight must equal 100%.
- IX. Click **Browse** to upload a prerecorded greeting from your computer. To hear the greeting you uploaded, click **Play**.
- X. Set the options for handling calls that are not answered. If you select **Forward call after waiting XX Seconds**, enter a destination phone number for the call.
- XI. (optional) Set the options for handling calls when user's phones are offline.
 - a. **Enable Call Forwarding Not Reachable** and enter a destination phone number to route calls to instead.
 - b. **Make Hunt Group busy when phones offline** will route calls to busy treatment when only some user's phones are offline.
- XII. Select the [call policies](#) for handling redirected calls.
- XIII. Click **Save**.

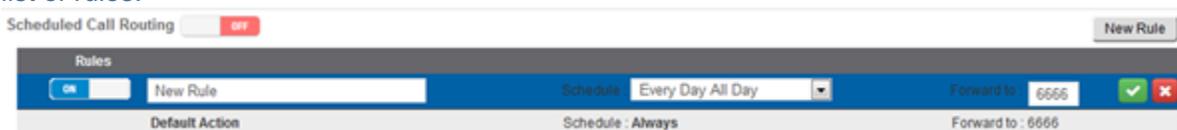
Remove a Hunt Group

- I. Find the hunt group you want to delete and click **Remove Hunt Group**.
- II. When the confirmation message appears, click **Yes**.

Advanced Call Routing Rules

In the default configuration (Default Action: Schedule Always: Forward to: 6666), all calls route to the Hunt Group 24/7. Businesses wanting calls coming in during After Hours to route to an answering service (or various other scenarios) can use this feature to customize how calls route automatically, based on a schedule.

To create a new rule, click the New Rule button . This adds a new line at the top of the list of rules.



NCTC cloudUC Hunt Groups

There are three components to creating a rule:

- I. **Rule Name.** The first entry is a Rule Name. Make this something that will remind you what this rule does, such as “Route To Answering Service.”
- II. **Schedule.** Choose a schedule from the drop-down list to determine when this rule is to run. If you don’t yet have a schedule to use, such as an After Hours schedule, see the section on the [Schedules Tab](#) to learn how to create schedules.
- III. **Forward to.** In the Forward to field, enter a destination number to which calls should route. This could be another extension, such as the extension of the main Auto Attendant, or the extension of another Hunt Group, Call Center queue or anything else in the system. If the call is to route to a number outside of the system, enter a 10-digit number. If you would like calls to roll to a voicemail box, enter *55 and the extension of the voicemail box to use. This could be *556666 if this Hunt Group is configured with a Standalone Voicemail box.
- IV. Click the green check mark  on the far right to save the new rule. Up to 99 rules can be created.
- V. Rule order processing starts at the top of the list and goes down. For example, if you created a “Route To Answering Service” rule that routed to an outside answering service during After Hours, this would be the top rule. Any calls to the Hunt Group would then route to the answering service during after hours. For any time that was not defined by the After Hours schedule, processing would fall through to the Default rule which would route calls to this Hunt Group.
- VI. Any rules that span an entire day should be at the top of the list. This includes any Holiday rule routing as most holidays will span the entire day. If a Holiday is not the top rule, and the “Route to Answering Service” rule is higher up on the list, for example, calls may still route to the answering service during After Hours, even on a Holiday, because that rule would be processed



first.

- VII. New rules are always added to the top of the list. To rearrange the list of rules, use the arrows



on the far left.

If an arrow is gray, that rule cannot be moved in that direction. If an arrow is black, you can click the arrow to move that rule up or down in the list.

- VIII. If you don’t want to delete a rule, individual rules can be suspended, then re-enabled, if that rule needs to be suspended temporarily. Use the On/Off slider  to enable or suspend

NCTC cloudUC Hunt Groups

processing of that rule. For rules that are suspended, rule processing will fall through to the rule below the suspended one.

- IX. Rules can also be edited  or deleted .
- X. Rule processing can be completely suspended for all rules by moving the Scheduled Call Routing slider  to the Off position. When in the Off position, only the Default Action will be taken. To resume rules processing, move back to the On position.
- XI. The schedules run based on the Time Zone setting. Make sure to set the Time Zone correctly or rule processing may occur an hour or two off.